



# ACCIDENT & HEALTH CLAIMS



**NO. 1 FOR  
COMMERCIAL  
CLAIMS\***

Our Accident & Health claims team deals with claims from a diverse range of customers and companies including universities, police federations and charities who work and travel worldwide.

## **EFFECTIVE CLAIMS SOLUTIONS**

- Requiring specialist handling to provide advice and support when things go wrong
- Working with you to ensure claims handling is tailored appropriately
- Each claim will have a nominated claims handler who manages the claim from beginning to end
- Focused on settling claims as quickly and as fairly as possible
- Each claim will be acknowledged and action plan agreed within two days.

## **IN-HOUSE TECHNICAL EXPERTS**

Our experienced Accident & Health in-house claims team provides a positive, proactive and pragmatic approach to claims resolution.

## **EXPRESS CLAIMS HANDLING**

For all baggage claims, if the following five details are provided, the claim will be settled within 24 hours:

- Policy cover details
- Claim circumstances
- Details of the value of items being claimed
- Claimant details
- Payee details.

Use of a claims validation online tool to instantly validate the loss, ensure prompt settlement and offer a replacement service for electrical equipment (for example iPods/laptops).



### CLAIMS SYSTEM AND REPORT

We have a tailored Claims System for accident and travel to provide management information which will be bespoke to your requirements. Regular reports can be set up within requested parameters and issued at agreed intervals to keep you and your customers up-to-date with the claims information you need.

### ACCESS TO SECURITY AND MEDICAL ASSISTANCE EXPERTS WHILE TRAVELLING ABROAD

Our assistance service providers, Healix and Drum Cussac, are here to help our customers risk manage their business travel prior to departure and assist if something goes wrong while travelling.

### RSA TRAVEL ASSISTANCE APP

Our Travel Assistance App provides education, alerts and information on medical and security risks around the world, as well as instant access to our security and healthcare professionals, 24/7.



### WHAT BROKERS SAY ABOUT US

*"Very straightforward and easy to deal with."*

*"One of our staff members had a very serious road traffic accident in North America whilst on business. The speed, efficiency and compassion Healix demonstrated was second to none. A seamless essential support service that I would not be without."*

Earle Thomas, Associate Director  
Buro Happold Engineers Limited

**To all the little things, that conspire to become big things... the worst brings out the best in us.**

DELIVERING FIRST-CLASS SERVICE BEFORE, WHEN AND AFTER A CLAIM IS MADE.

Get our expertise working for your customers. Find out more at [rsabroker.com/accident-health-claims](https://rsabroker.com/accident-health-claims)

Email: [claims.accidentandhealth@uk.rsagroup.com](mailto:claims.accidentandhealth@uk.rsagroup.com)  
Call: **0330 102 4093**